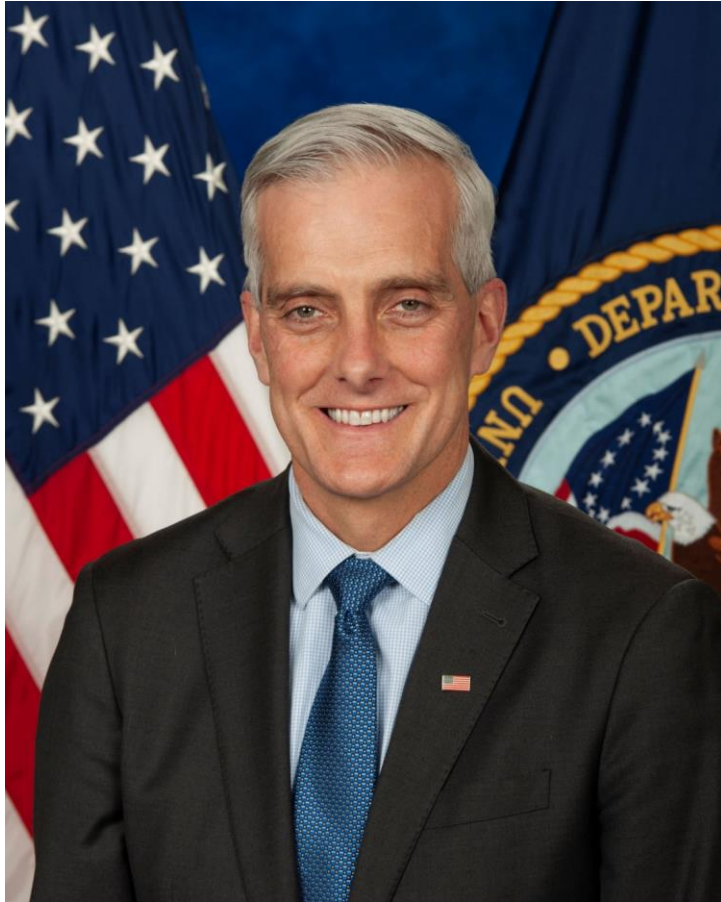


# VA Manchester Healthcare System Veteran Town Hall



Presented By: Kevin Forrest, Director  
VA Manchester Healthcare System

# Secretary of Veterans Affairs



“It would be a tremendous honor to serve our Veterans and their families, caregivers, and survivors by leading VA – to ensure our nation serves our Veterans as well as they have served us.”

Denis McDonough  
Secretary of Veterans Affairs

(Jan. 2021 Confirmation Hearing)

# VA Manchester Executive Leadership



Kevin Forrest,  
FACHE  
US Army Veteran  
Medical  
Center  
Director



Julie Vose,  
OTR/L  
Associate  
Director



Glen Gechlik,  
MD  
Chief of Staff



Jennifer Winslow  
MBA, MSN,  
APRN, FNP-BC  
Associate  
Director for  
Patient Care  
Services/CNE

# Our Commitment to the Veteran



Veterans find it easy to get an appointment when it works well for them. They are greeted with dignity and respect and leave knowing they were well taken care of. *These Veterans tell other Veterans to get their care at Manchester VAMC.*

Kevin Forrest, FACHE Director  
US Army Veteran

★ Suicide Prevention ★ Improving the Veteran Experience ★ Access to Care

# Expansion of Clinical Providers

Dept Desc	Name	Effdt	Position Title Desc	FTE
<b>SOCIAL WORK SERVICE</b>	Baron,Jenifer Lynn	10/25/2020	SW PACT	1.000000
<b>PRIMARY CARE PATIENT SERVICE L</b>	Christensen,Linda Marie	10/25/2020	PHYSICIAN ASST (HOME BASED PC)	1.000000
<b>ACUTE &amp; CONSULTATIVE CARE</b>	Goonan,Denise M	11/8/2020	NP-MEDICAL SPECIALTY	1.000000
<b>SOCIAL WORK SERVICE</b>	Tedeschi,Lauren A	11/22/2020	Social Worker (TCM Manager)	1.000000
<b>MENTAL HEALTH</b>	Fineti,Aikaterini	1/3/2021	Physician - Psychiatry	1.000000
<b>ACUTE &amp; CONSULTATIVE CARE</b>	Gulur,Prasanna V	1/31/2021	Physician - Gastroenterology	1.000000

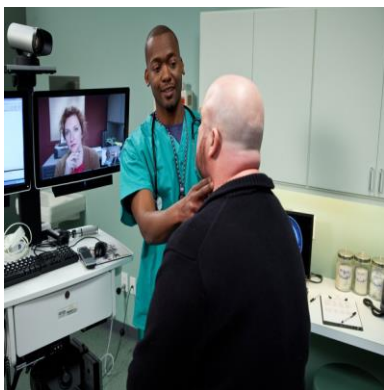
# What Does “Open” Look Like During COVID-19

- Operational hours are largely 8-4:30 M-F and Urgent Care 7 days a week 8-4:30pm excluding Federal holidays
- Your Clinical Care Team will work with you to determine the appropriate method of care delivery i.e.: video, phone, telehealth or face to face (only when clinically indicated)
- Community Based Outpatient Clinics are seeing Veterans by appointment only (Portsmouth Veterans will continue to be seen at the Somersworth location)
- Pharmacy will continue to use mail-in and drive-through service.

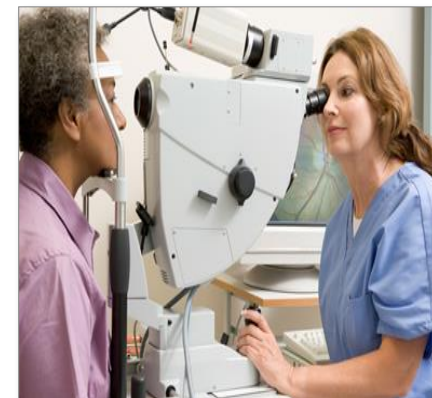
# Connected Care/Telehealth

Expanding Veteran Access to Care Through Virtual Technologies

## Clinical Video/VA Video Connect



## Home Telehealth/Store and Forward



For questions: 603-624-4366 x2523 or x2868  
M-F 8-4:30pm



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# Beneficiary Travel Self-Service System (BTSSS)



## Welcome to BTSSS!

Veterans Portal

Call center  
855-574-7292

BTSSS simplifies the current claim submission process for beneficiaries and ensures timely processing and payment of travel reimbursements.

- VA Travel Pay Reimbursement | Veterans Affairs  
( <https://www.va.gov/health-care/get-reimbursed-for-travel-pay/> )
- BTSSS toll-free call center at 855-574-7292
- Avg wait time for payment is 3-5 business days
- All Veterans are encouraged to switch to the new on-line system

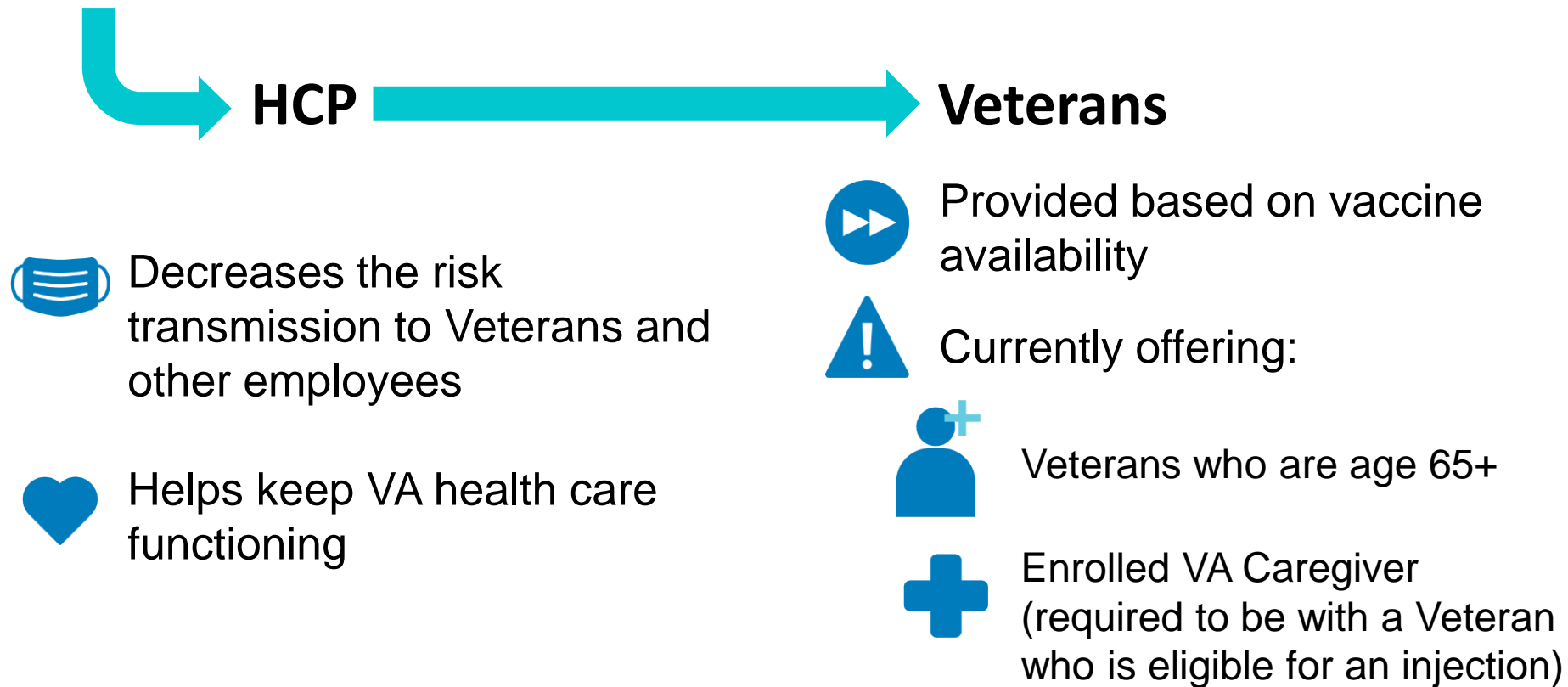
# Overview

- VA Manchester Healthcare is administering the Moderna COVID-19 vaccine.
- Delivery of anticipated vaccine has been temporarily interrupted due to severe weather across much of the country.
- Talking point in 2<sup>nd</sup> dose priority when supply is interrupted
- Based on available supply, VA's goal is to offer a COVID-19 vaccine to all Veterans who choose to be vaccinated
- Even after getting a COVID-19 vaccine, masks and face coverings, personal protective equipment (PPE) and physical distancing will still be needed to decrease the risk of transmission.

# COVID-19 Vaccine Phased Roll-Out

## D-19 Vaccine

VA made the COVID-19 vaccine available to highest-risk health care personnel (HCP) first. Here's why:



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# What is VA Doing to Prepare?

- **Planning to expand Walk-in Clinic Practice to Support Vaccination of the Greatest Number of Veterans**
- **Informing and engaging Veterans in vaccine planning**
- **Prioritizing your safety**

# Construction

pic

- MH/UC – completion and opening Summer 2021!
- Loop Construction Project – In the works to build a road around the campus (Design Phase)
- Women's Health Clinic – forecasted 2021
- Mountain Entrance – Covered entrance and enhanced entry point (in-progress)

# Keep in Touch



[www.Manchester.VA.gov](http://www.Manchester.VA.gov)



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# We All Play a Role in Suicide Prevention



 **Veterans  
Crisis Line**  
**1-800-273-8255 PRESS 1**

**Ask Siri “Siri, Veterans Crisis Line”**



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